

## **MUNICIPAL SECURITY GUARD, LEAD**

### **DISTINGUISHING FEATURES**

The fundamental reason the Municipal Security Guard, Lead position exists is to provide direct supervision of the ongoing daily activities and operation of the Security Guard and Security Screener positions assigned to various City departments. This classification does supervise and performs the day-to-day work activities related to providing security at municipal facilities and premises. Work is performed under general supervision of a department management level individual. An assignment with City Court does require the Lead to carry a firearm.

### **ESSENTIAL FUNCTIONS**

Plans, organizes and directs the work of Security Guards and Security Screeners, including determining work schedules and assignments

Observes, trains, mentors, coaches and supervises the Security Guards and/or Screeners to develop them into a high-performing team

Completes annual performance appraisals; provides constructive feedback and takes corrective action, as needed

Handles and resolves difficult and critical security problems. Ensures appropriate management is advised of all issues and problems

Communicates, both orally and in writing, with staff to provide information

Collects and analyzes data in order to make recommendations in a report form to management

Visually patrols areas of buildings to observe unusual behavior and to prevent vandalism

Prevents unauthorized access to restricted areas

Answers routine inquiries and directs visitors to appropriate areas

Completes log entries

Insures that all visitors and staff have vacated buildings at closing and performs a security check of all doors and windows

Enforces correction of infractions through verbal warning, expels unruly persons, and detains more serious offenders for proper authorities

Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality and seamless customer service

Demonstrates mutual respect for people at all levels. Establishes and maintains effective working relationships with team members, City officials, staff, and the general public, realizing the diversity of each individual contacted through the course of work

## **MINIMUM QUALIFICATIONS**

### **Knowledge, Skills and Abilities:**

#### Knowledge of:

Knowledge of security techniques and practices associated with government/court building security issues  
Procedures for security, entry and retrieval of information, and methods for correction  
Procedures and rules for courtroom practices and operations

#### Ability to:

Provide supervision over other employees  
Prepare well-written and accurate written reports and performance appraisals  
Work independently and provide after hours coverage on as assigned basis  
Demonstrate ability to work independently and deal with the adverse, critical and confrontational situation in a stressful environment.  
Understand court procedures and processes to ensure security and decorum are provided to the public  
Interpret City and for positions assigned to court, court policies, procedures and regulations  
Interact with people who are confused, angry, and/or openly hostile to ensure security and decorum  
Establish and maintain effective working relationships with City staff, management, coworkers and the general public

#### Court assignments:

Maintain effective working relationship with attorneys, prosecutors, and law enforcement and judicial officers  
Qualify with firearms on annual basis  
Operate security equipment including but not limited to magnetometer, x-ray, hand wands, and video monitoring systems

### **Education & Experience**

Requires any combination of training, education and experience equivalent to a high school diploma or GED and a minimum of one year of recent experience as a security guard, police officer or military police offer. Other combinations of experience and education that meet the minimum requirements may be substituted. A minimum of six months lead or supervisor experience is required.

**FLSA STATUS:** Non-exempt

**HR Ordinance:** Classified